Attachment 3. Work Plan Tasks

Description of the Project:

West Basin Municipal Water District (West Basin) has designed this Project to meet the environmental objectives of both the Department of Water Resources (DWR) 2014 Water-Energy Grant Program and West Basin's water conservation goals. With the focus on reducing Greenhouse Gas (GHG) emissions, West Basin has developed a project that has multiple benefits; it reduces GHGs, conserves energy and conserves scarce imported water supplies. The goals of this project are also aligned with the State of California's goals of reducing GHGs and Gallons Per Capita per Day (GPCD) of imported water.

West Basin has a service area that is varied and suits this grant extremely well. West Basin covers an area of 17 cities with several Los Angeles County unincorporated areas. West Basin will target the Disadvantaged Area Communities (DAC) within its service area, and per the grant requirements, West Basin will ensure that 75 percent of the claimed project benefit will come from the DAC area.

West Basin's "CLEAN" (Conservation, Landscape, Energy and Natural Gas) Project (Project) will provide water and energy efficiency devices, rebates, education and customer assistance to residents living in the DAC area of West Basin's service area. Although a cost share in not required, West Basin has included funding (both cash and in-kind) from several partners that will provide for a larger, more comprehensive project that will increase the impacts on reducing GHGs, conserving energy and imported water supplies.

This Project is designed to motivate the public and provide greater customer service assistance in order to make device changes that will help reduce GHGs, energy and water consumption.

Project Proponent / Partner (if Applicable):

West Basin will be the project proponent who will receive the funding through the grant. If awarded the grant from DWR, West Basin will enter into an agreement with DWR. West Basin will hire a qualified vendor to implement the Project through a competitive process. West Basin will pay the vendor and invoice DWR through the required quarterly reports.

WORK PLAN TASKS

Task 1: Direct Project Administration and Reporting:

West Basin will directly manage this Project and provide the required reports, invoices and other deliverables, as required. West Basin's Senior Water Efficiency Specialist will manage and implement the Project along with support from West Basin's Senior Water Resources Planner. An intern will also assist with the reporting, under the direction and supervision of the senior

positions. West Basin staff will track its labor hours to administer this Project and include it with the reports as part of its in-kind contribution.

West Basin also has knowledge and experience with the Labor Compliance Program. West Basin will include and implement all the requirements and submit the required forms to the appropriate agencies.

Deliverables: preparation of invoices, submission of quarterly and final reports to DWR, and other deliverables as required.

Task 2: Easement(s): N/A

Task 3: Project Evaluation / Design / Engineering:

This Project is not a construction project and therefore does not require the typical plans and specifications. However, there is an evaluation component of the Project. West Basin will hire a third party consultant to evaluate the Project and its water and energy savings. The evaluation will provide the successes and lessons learned from the Project as well as customer feedback and GHG/Energy/Water savings achieved.

Deliverable: Evaluation Report.

Task 4: Environmental Documentation: This is not a construction project; therefore no environmental documentation is needed.

Deliverable: N/A

Task 5: Permitting: This is not a construction project; therefore no permits are required.

Deliverable: N/A

Task 6: Proposed Monitoring Plan:

West Basin will monitor the Project and provide task updates through the quarterly reporting. West Basin has developed quarterly goals that it will monitor and conduct quarterly meetings with its vendor to ensure that the vendor is meeting the goals of the Project.

Deliverable: Proposal Monitoring Plan.

Task 7: Project Construction / Implementation:

Tasks 7A: Finalize Contract with Project Vendor

West Basin will competitively bid the Project to a qualified vendor to assist West Basin with implementing the Project. West Basin will manage and oversee all aspects of the Project and be responsible for obtaining the required data from the Project vendor for the required state reports.

Task 7B: Develop Marketing

West Basin will work closely with its vendor to develop the marketing materials for the Project. The marketing materials will be appealing and motivating and will include the partnership logos of all the agencies, including DWR. The marketing materials will include an attractive door hanger and direct letter that will be used in targeting residents. According to recent census data, approximately 20% of the residents within the DAC areas of West Basin's service area are Spanish-speaking, therefore the marketing materials and Project resources provided will be in English and Spanish. West Basin will also work closely with its cities, water retailers and energy utility agencies to discuss other strategies that can be utilized to ensure success.

Task 7C: Customer Targeting and Enrollment

West Basin has utilized the DAC map from CalEnviroScreen and has overlaid its service area boundary. West Basin will target 75% of the "CLEAN" Project to the DAC area. West Basin will work closely with the cities, retail water agencies and energy agencies to provide the residents with the information about the Project.

One impediment to participation in the various utility rebate programs can be the challenge of finding and completing the various agency retail forms, which can be technical and confusing to the average resident. For this reason, West Basin has identified this as an area that requires further attention and resources. West Basin will have its vendor trained on the various rebate forms from Southern California Edison (SCE), Southern California Gas Company (SCG) and the Metropolitan Water District of Southern California (MWD). As a customer service feature of this Project, West Basin's vendor will assist those residents who need assistance in completing and submitting the various rebate forms.

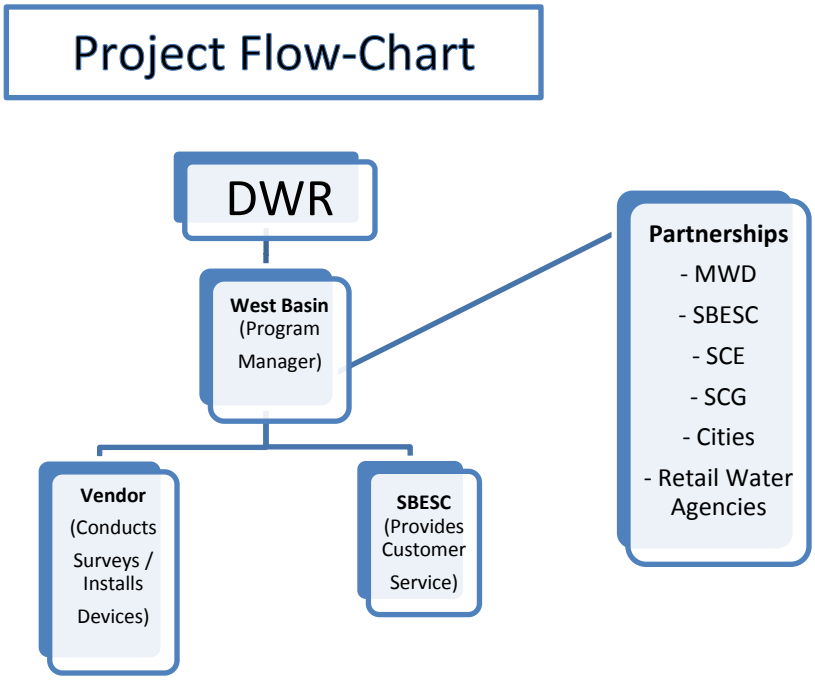
West Basin will also be utilizing its partnership with the South Bay Environmental Services Center (SBESC) to provide phone assistant in both English and Spanish in order to guide and assist residents with finding and completing the various utility rebate forms.

Local Energy Utilities

West Basin will work with its contacts at SCG and SCE to collaborate efforts in disseminating the Project information. SCG currently has a program that targets low-income residents, therefore West Basin will be able to leverage its resources to market the Project and sign-up residents, which will benefit all the agencies involved with this Project. SCG and SCE both currently provide rebates on high-efficiency clothes washers and other devices. This Project will leverage existing utility rebates and provide additional rebates that will help to increase participation.

More information on the devices and savings can be found in Attachment 2 – Water and Energy Savings and Greenhouse Gas Calculations.

By working together and leveraging rebates and resources, West Basin, DWR and the utilities will be able to provide the residents with higher incentives that motivate them to make the device changes. Below is a program flow chart that described the relationships among the various partners on the Project.



Task 7D: Site Surveys and Device Measures

West Basin has experience in implementing successful indoor and outdoor survey programs. West Basin's vendor will develop detailed survey forms that will capture all the survey information. The vendor will have trained surveyors that are knowledgeable about all the indoor and outdoor device fixtures associated with this Project.

The trained surveyors will identify and note the current fixtures on the survey form and make recommendations to the resident. The surveyor will have knowledge and information on the Energystar and WaterSense devices and rebates. A certain number of the surveyors will also be fluent in both English and Spanish.

According to the Los Angeles 2008-2012 Census Data, approximately 20% of the residents in the targeted DAC area are non-English speaking, Spanish only. West Basin's vendor will be required

to have several surveyors who are bi-lingual in both English and Spanish. From West Basin's experience in working with several vendors, most, if not all, do provide bi-lingual surveyors. This will allow the Project benefits to be communicated more effectively to increase the participation levels to achieve the benefits described herein.

Indoor Survey – For the indoor survey portion of the Project, the surveyor will conduct an in-depth indoor survey of the water devices. They will first obtain signed approval from an adult to conduct the survey through a participation waiver form that will contain hold harmless and liability waiver information. The surveyor, accompanied by the home owner or tenant, will conduct the survey and provide the participant with a copy of the survey upon completion. Note that the vendor hired to perform this work will provide West Basin with copies of the employee background checks.

During the survey, the surveyor will identify the current installed devices, check the devices for problems, check the flow rates, provide the appropriate rebate information, and where appropriate, install the devices. This information will be documented on the survey form. The surveyor will note the flow rates of the current devices and flow rates of the new devices.

Shown in this table are the devices/measures and actions that the surveyor will take during the survey.

Device / Measure	Action
Indoor Survey	• Customer Signs Participation Waiver Form • Surveyor Conducts Surveys • Survey Installs Devices • Surveyor Provides Rebate and other Information
High-Efficiency Clothes Washer (HECW) Water Factor (WF) of 4.0 or less	• Identify type and provide rebate information
Clothes Dryer	• Identify type and provide rebate information
Kitchen Faucet Aerator	• Check flow rate and install new aerator
Dishwasher	• Identify type and provide rebate information
Refrigerator	• Identify type and provide rebate information
Bathroom Sink Aerators	• Check flow rate and install new aerator
Ultra-High Efficiency Toilet (1 gallon or less)	• Identify type and gallons per flush (gpf)
Showerhead	• Identify type, gallons per minute (gpm) and install new Evolve Showerhead
Water Heater	• Identify type and provide rebate information

Outdoor Survey

For the outdoor survey, the surveyor will identify the amount of turf, types of plants, check the sprinkler timer for appropriate settings, check the sprinkler nozzles, check to see if they have rain gutters for a possible rain barrel, check to see if they have a hose shut-off nozzle and provide the appropriate rebate information and/or measures. All the information will be documented on the survey form.

Device / Measure	Action
Outdoor Survey	• Customer Signs Participation Waiver Form • Surveyor Conducts Surveys • Surveyor Provides Rebate and other Information
Turf	• Surveyor will measure and provide the amount of square feet of turf. This information will help the resident understand how much of a rebate that can be received through MWD's current $2 rebate and the additional $1 rebate through this Project
Types of Plants	• The Surveyor will make note of the various types of plants and trees located on the property
Sprinkler System	• The Surveyor will turn on the sprinkler system and check for leaks and for any broken, mismatched or misaligned sprinkler heads
Sprinkler Nozzles	• Information will be provided on the current $4 rebate for high-efficiency sprinkler nozzles
Sprinkler Controller	• The surveyor will locate and check the current program on the participant's sprinkler controller. They will provide information about MWD's free controller scheduler located at www.bewaterwise.com. Rebate information will also be provided.
Hose Nozzle	• The surveyor will provide the participant with a free automatic shut-off hose nozzle.
Rain Barrel	• The surveyor will identify if the home has rain gutters and will provide up to two (2) rain barrels to help conserve water and reduce ocean water runoff pollution.

Shown below are the current rebates offered by the various agencies and the total rebate that will be offered through this Project.

Device	Rebate	Total
HECW	MWD = $85 SCG = $50 SCE = $50 DWR = $315	$500 (up to the device cost)
High Efficiency Toilet	MWD = $100	$100

Turf Removal	MWD = $2 per ft^2 DWR = $1 per ft^2	$3 per ft^2
Refrigerator	SCE = $35	$35
Hot Water Heater	SCG = $100 SCE = $30	$130

* For those devices where no rebate is provided, the surveyor will provide information about the current EnergyStar and WaterSense devices.

For the turf removal incentive, West Basin has conducted and included an analysis with this grant application that shows a direct correlation between the level of participation directly linked to the level of the rebate. When MWD began offering a turf removal rebate at $0.30 per square foot participation was extremely low, then it increased it to $1 per square foot, and then to $2 per square foot (see Chart A1 under Appendix A).

In September of 2014, West Basin was able to add $1 per square foot (through a state grant) to MWD's $2 per square foot for a total of $3 per square foot. At this level, West Basin was able to generate more interest and participation and was successful in providing $100,000 over a 6-week period before the funds were exhausted. Today, the rebate is back to MWD's base rate of the $2 per square foot; however through this grant application West Basin is seeking an additional $1 per square foot from DWR to increase the level back to $3 per square foot in order to remove water-thirsty turf that wastes both limited and costly imported water and energy. The water and energy savings are shown in Attachment 2.

West Basin also conducted an analysis to identify the locations of the residents who participated in the turf removal program. Results can be found in Table A1 under Appendix A. Over the lifetime of turf removal rebates, cities with the highest proportion of disadvantaged communities show the lowest participation rates. This indicates a great need for incentives and customer services to help residents take advantage of available rebates.

Garden\Garden 2013

Garden\Garden is a public demonstration garden located at 1718 and 1724 Pearl St, in the City of Santa Monica, Ca. The City of Santa Monica conducted a nine-year side by side case study to compare the water, energy and waste used between a traditional lawn garden and a native plant garden on a drip system (no lawn). The study shows that sustainable landscapes are cost-effective, environmentally beneficial, and easy to replicate. The study documenting the resource consumption at the two gardens shows that the Native Garden (1724 Pearl St.) uses 83% less water; generates 56% less green waste and requires 68% less maintenance than the Traditional Garden (1718 Pearl St.). (see file named "garden-garden.")

The 83% water savings represents a drop from 38 gallons per square foot (ft^2) for a traditional lawn to 6 gallons per ft^2 for a native plant garden. In addition to the embedded energy savings in conserving this water, West Basin has also calculated the Carbon Dioxide ($CO_{2)}$ and Green House Gas (GHG) reductions in eliminating the need to use gas lawnmowers and the burning of

fossil fuel needed for 200 yards that is included with this project (300,000 ft^2 / 1,500 ft^2 per average yard). West Basin has accounted for these savings in the Attachment 2 Excel spreadsheet.

Task 7E: Rebate Assistance

The surveyor will provide the resident with a copy of the survey results and explain the rebate opportunities. The resident will be provided a list of all the qualifying devices and instructions on how to apply for the rebates. As part of the customer service provided, a representative from the SBESC will make follow-up phone calls to assist the residents in finding and completing the various rebate applications.
As part of this project, the SBESC has also agreed to assist customers face to face at their offices in the city of Torrance, Ca. This in-office meeting will allow the SBESC to provide greater rebate application assistance to the resident.

Task 7F: Reporting / Invoicing

West Basin will require the vendor to provide monthly invoicing and reporting. The report will include a detailed Excel database that provides the customer information and the information that was captured on the survey form. This information will be used to provide DWR status reports on the program.

Task 7G: Quarterly and Final Reporting

In turn, West Basin will also invoice DWR on a quarterly basis and provide the required reports on participation, changes made and estimated water, and energy and GHG savings. A final report will be provided upon completion of the Project.

Task 7H: Project Evaluation

West Basin will hire a third party consultant to evaluate the Project and its savings. West Basin will obtain the pre and post water use data from its water retailers. The energy and GHG emissions savings will be calculated based on the metrics for each of the devices installed.

West Basin has access to MWD's rebate dashboard and will be able to obtain the rebate information for the high-efficiency clothes washers, high-efficiency toilets, smart controllers and high-efficiency sprinkler nozzles.

The SCE and SCG rebates will be tracked by the SBESC. The SBESC will assist customers with also completing and submitting the energy rebates. They will provide a monthly invoice and report to West Basin that will indicate the customers who submitted rebates for the water / energy devices they purchased and installed. The database will also identify the type of devices that were installed for device comparison savings tracking purposes.

Task 7I: Final Report to DWR

As part of the final report, West Basin will provide the third party report to DWR and all the final closing documents required.

Deliverables for Task 7 (A-I): Advertisement for bids, bid results, vendor contracting and award, develop marketing materials, customer targeting and enrollment, indoor / outdoor surveys, installation of showerheads and sink aerators, automatic shut-off hose nozzles, rain barrels, rebate assistance, quarterly reporting and invoicing, project evaluation and final reports.

Other Pertinent Information

Energy Partnership

Since 2006, West Basin has partnered and collaborated with the South Bay Cities Council of Governments (SBCCOG) and the South Bay Environmental Services Center (SBESC). The SBESC is an information clearing-house and project administrator for the 16 cities located in the South Bay area of western Los Angeles County. The SBESC covers 90% of West Basin's service territory and all of the DAC area within West Basin's service area. The SBCCOG is currently under contract with Southern California Edison (SCE), Southern California Gas (SCG), West Basin, Los Angeles County Transportation Authority and Los Angeles County Sanitation District to promote programs and achieve energy and water efficiency project participation.

Staff from West Basin attends a monthly Partners' Meeting where the various agencies mentioned above work together and share information about their respective programs. Through this important partnership, West Basin staff has developed relationships with the SBESC and the energy utilities that will also benefit from this Project.

The SBCCOG is currently working with its member cities to develop Climate Action Plans. In 2013, the SBCCOG received funding from SCE to develop Energy Efficiency Climate Action Plans (EECAP) for 15 South Bay cities and the sub-region. As part of the EECAP development, the SBCCOG and South Bay cities are developing updated greenhouse gas (GHG) emissions inventories both for communitywide activities and municipal operations. The inventories are for the years 2005, 2007, 2010, and 2012 and include emissions from the transportation, energy, solid waste, and water sectors. Once the inventories are complete, the SBCCOG and cities will develop energy efficiency chapters, which will include strategies to reduce energy consumption (including water conservation strategies that will lead to reduced energy use).

The EECAPs will incorporate the ongoing work of the SBCCOG and its partners to identify strategies and to estimate potential GHG emissions reductions from the partner programs, where feasible. The SBCCOG also was awarded funding from the Strategic Growth Council to

develop the remaining chapters of the Climate Action Plans and that funding is anticipated to begin in early 2015.

If awarded funding by DWR, this Project will be included as part of the Climate Action Plan measures that are currently being developed by the SBCCOG to further their mission. The targeted cities in the DAC areas are the same cities that the SBCCOG is working with on the Climate Action Plans, therefore this Project will greatly help those residents and cities reduce GHG emissions, energy and imported water.

Appendix A

Chart A1. Number of Applications Strongly Tied to Financial Incentives

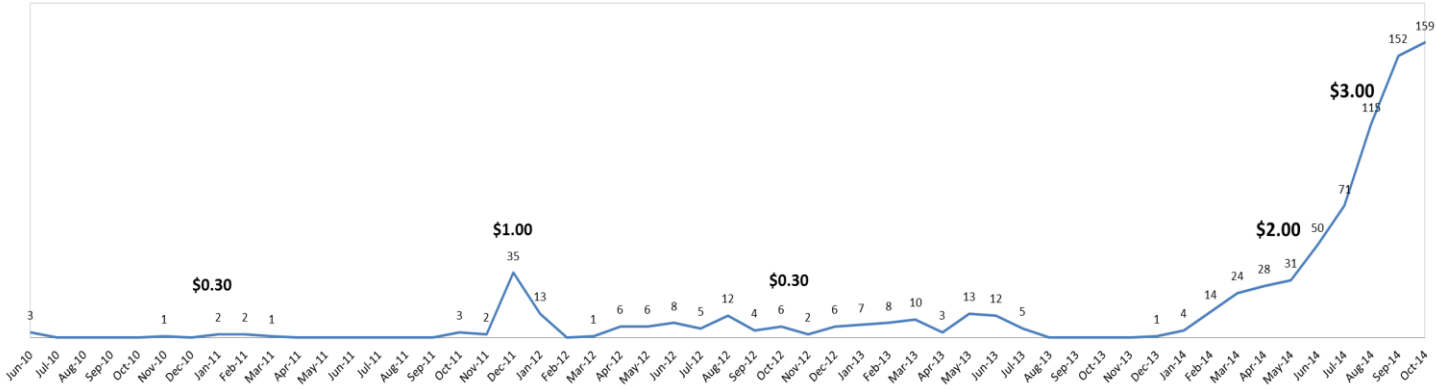


Table A1. Installation Address of Turf Removal Rebates

City	Total	# residential households	%	% Non-English	% Speak English "Less than Very Well"	% Spanish speakers who speak English "less than very well"
Carson	33	18,369	0.2%	54	22.9	12.5
Culver city	112	7,139	1.6%	36	10.1	4.8
El Segundo	29	3,038	1.0%	19	4.9	2.4
Gardena	43	10,176	0.4%	53	25.6	13.7
Hawthorne	53	8,986	0.6%	56	23.0	19.8
Hermosa Beach	15	4,388	0.3%	11	3.8	0.9
Inglewood	74	15,172	0.5%	50	22.9	21.7
Lawndale	11	5,538	0.2%	64	30.4	26.0
Lennox	-	2,799	0%	89	45.3	45.2
Lomita	26	4,257	0.6%	39	16.6	9.8
Malibu	35	4,562	0.8%	13	2.6	0.7
Manhattan Beach	86	10,896	0.8%	13	2.6	0.7
Marina Del Rey	-	95	0%	29	10.3	0.3
Palos Verdes Estates	51	4,824	1.1%	24	6.0	0.5
Rancho Palos Verdes	69	12,501	0.6%	32	11.2	1.0
Redondo Beach	126	12,240	1.0%	25	7.8	3.0
Rolling Hills Estates	-	2,280	0%	25	10.8	0.6
Topanga	12	3,172	0.4%	19	4.9	1.3

Source: 2008-2012 Census data; http://quickfacts.census.gov